GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1692
ANSWERED ON:27.07.2016
Complaint Resolution Mechanism
Thakur Shri Anurag Singh

Will the Minister of RAILWAYS be pleased to state:

(a) whether a 24x7 complaint resolution mechanism has been put in place to address grievances related to Railways and if so, the details thereof;

(b) the number of complaints/grievances received in the past three years; and

(c) the number of resolved and unresolved complaints alongwith the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (c): Yes, Madam. 24x7 complaint resolution mechanism exists on Indian Railways namely, 'May I Help You' booths/counters at stations, All India Helpline No. 138 & 182, Complaint Management System (COMS), Centralised Public Grievance Redress and Monitoring System (CPGRAMS), Social Media, etc. A large number of complaints are received through these channels which are forwarded to the concerned Railway Authority for prompt and speedy resolution.
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